

Running Spotfire® on Citrix XenApp

Software Release 14.4.1

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Introduction

This document describes some important aspects for running Spotfire® on Citrix XenApp®.

Prerequisites

There are a few things you must think about when running Spotfire® in a Citrix environment.

You must have a working installation of Citrix Virtual Apps and Desktops or Citrix XenApp (see Spotfire System Requirements for more information about supported versions). To run Spotfire, you must upgrade your Citrix environment.

You must also have access to a running Spotfire Server, that Spotfire will connect to. How to install a Spotfire Server is described in the *Spotfire Server and Environment - Installation and Administration Manual*.

The Spotfire Server cannot be run on Citrix and must run on a different computer.

Some tools in Spotfire require certain third-party applications to be installed on the Citrix server, such as Microsoft PowerPoint.

Spotfire requires Microsoft .NET Framework version 4.8 or later. If this is not installed on the Citrix servers, you can either install it manually before you install Spotfire, or have the Spotfire installer do it for you.

For more information on the system requirements of Spotfire, see <http://spotfi.re/sr>.

Roles

Spotfire defines different roles for installing, configuring, and administering the different components of the system.

- **Spotfire Server Administrator.** This role is responsible for installing and configuring Spotfire servers and the Spotfire database. How to perform these tasks is described in the *Spotfire Server and Environment - Installation and Administration Manual*.
- **Spotfire Administrator.** This role is responsible for setting up users and groups in the Spotfire system, assigning licenses and preferences to the Spotfire groups, setting up the Spotfire Library, and deploying Spotfire software packages to the Spotfire Server.
- **Citrix Administrator.** This role is responsible for installing the Spotfire client on Citrix XenApp. How to perform these tasks is described in this manual.

These roles can be assigned to different persons or to the same person. It is important that the person or persons assuming the roles are familiar with each respective area of knowledge.

Restrictions

Running Spotfire in a Citrix XenApp environment has a number of advantages, such as centralized management of Spotfire clients, but also some restrictions compared to running Spotfire on a Windows PC.

- **Hardware acceleration.** Citrix XenApp does not support hardware acceleration such as Direct3D out of the box. This means that the Spotfire visualization 3D Scatter Plot will not work when run in a Citrix environment.
- **General performance.** Performance in a Citrix environment depends on the capacity of the Citrix XenApp server and the network. This should be taken into account when running Spotfire on Citrix XenApp.

- Offline support. Without add-on software and licensing from Citrix, it is not possible to run Spotfire when the local PC or thin client is not connected to the network.

Installation

This chapter is intended for the Citrix Administrator.

This chapter assumes that the Spotfire Server Administrator has installed one or more Spotfire Servers. It also assumes that the Spotfire Administrator has deployed Spotfire packages to the Spotfire Servers.



Even if Spotfire is run solely on Citrix XenApp, the Spotfire Administrator should always have an installation on his or her personal computer. This way, it is possible to test new deployments without affecting Spotfire users that run Spotfire via Citrix XenApp.

See the *Spotfire Server and Environment - Installation and Administration Manual* for instructions on how to deploy Spotfire.

Installing Spotfire on Citrix XenApp Servers

You must install Spotfire on all Citrix servers in the Farm.

Spotfire requires .NET Framework to run. If this is not installed on the machine where Spotfire is installed, the Spotfire installer will ask if it should install it automatically.

Due to issues in the Citrix XenApp profiling technology in combination with .NET Framework, it may not be possible to use the Profiling method to install Spotfire on Citrix XenApp. Therefore, you must install Spotfire manually on all Citrix servers in the Farm.

Procedure

1. Launch the Spotfire installer and go through all the dialogs.
2. Repeat the previous step on all Citrix XenApp servers in the Farm. Make sure you install the application in the same place on all servers.

Result

Spotfire is now installed. The next step is to publish it to users.

Publishing Spotfire

Publishing is a Citrix XenApp technology that makes the installed or profiled application available to users. You can select which users or groups that will be able to use the application and also set features like color depth and resolution, if the users can use the application when offline, and so forth.

The instructions below assume that you have profiled Spotfire, and that you do not intend to stream Spotfire to the client. To stream software to the client, and enabling to run the software “offline”, you need additional software and licensing from Citrix.

Procedure

1. Start the Citrix Delivery Services Console (Citrix XenApp 6). This is normally accessed by opening the **Start Menu > All Programs > Citrix > Management Consoles > Citrix Delivery Services Console** (Citrix XenApp 6).
2. Navigate to the XenApp Farm to install Spotfire in and right click Applications and select **Publish Application** (Citrix XenApp 6).
3. On the Welcome panel, click **Next**.

4. On the **Name** panel, enter a Display name and an Application description for Spotfire, for instance "Spotfire" and "Spotfire [version number]". Click **Next**.
Comment: The Display name cannot contain special characters like ".".
5. On the **Type** panel, select to publish an Application that is Accessed from a Server as the type **Installed application**. Click **Next**.
6. On the **Location** panel, specify the path to where Spotfire is installed, for instance "C:\Program Files\Spotfire\<version number>\Spotfire.Dxp.exe"
Working directory will be automatically set to the folder where the Spotfire.Dxp.exe is located. You do not need to change this.
7. On the **Servers** panel, select the servers in your XenApp farm that will run Spotfire by clicking the Add button and selecting servers. Click **Next**.
8. On the **Users** panel, select which users that will be able to run Spotfire by clicking the Add button and selecting users or groups. For instance, this can be Domain Users or a special Spotfire group that you create in your Windows Active Directory. Click **Next**.
9. On the **Shortcut presentation** panel, configure the Spotfire shortcut on clients. You can add shortcuts to the Start Menu and/or the desktop. Click **Next**.
10. On the **Publish immediately** panel, click **Finish** to publish Spotfire.

Result

Spotfire is now published to the users you have selected.

Configure Application Settings

The Spotfire application works best when using certain settings.

The Spotfire window must run in a resolution of at least **1024x768** and with **16-bit (High)** colors or more. The default setting when you publish an application is **1024x768** and **24-bit (True)** colors. If you need to change these settings, right-click the Spotfire application in the Citrix Access Management Console and select **Properties**. Click **Advanced > Appearance** and change the settings.

If you add more Citrix XenApp servers to your farm, and you wish to run Spotfire on these servers, you can add the new servers to the list of servers running Spotfire. Right-click the Spotfire application in the Citrix Access Management Console and select **Properties**. Click **Basic > Servers** and add the new servers using the **Add** button. Note that you have to install Spotfire on these servers first.

Spotfire has a feature called Collaboration. This is a panel in the Spotfire application that shows a web page or a html snippet, such as a tibbr® subject. The Collaboration panel uses the html engine of the Internet Explorer installed on the Citrix XenApp server where Spotfire is running. In order for it to be able to log into a tibbr® server, or any other server, cookies must be enabled for the Citrix XenApp user running Spotfire. This can be set using Internet Explorer, by selecting **Tools > Internet Options > Privacy**.

Upgrading Spotfire

Upgrades to the Spotfire system are handled by a Spotfire Administrator with permissions to write to the folder where Spotfire is installed.

When there are updates available to Spotfire, either from Spotfire directly or from a third party, the Spotfire Administrator must deploy these packages to the Spotfire Server, so the users can get access to them.

When packages are deployed to the server, each installed Spotfire client must be restarted. Upon login, the program will ask whether you wish to download the new packages to the client.

In a Citrix XenApp environment, the following steps must be done once by a Windows Administrator (a user with permissions to write to the Spotfire Analyst installation folder in Windows), to ensure that all users can get access to the new packages.

Procedure

1. Start Spotfire from the Citrix XenApp farm.
Comment: You must log into the Spotfire Server with a Spotfire Administrator account. If there are Spotfire clients published on the Citrix XenApp farm that do not prompt for username and password, you must start a client that will always ask for username and password.
2. Log in as a Spotfire Administrator.
3. When prompted, accept the new packages that are deployed to the server.
4. If the packages contained new features to Spotfire, verify that these features are now present. You should also restart Spotfire and log in as a user without Spotfire Administrator privileges to verify the new features.

Spotfire Documentation and Support Services

For information about the Spotfire® products, you can read the documentation, contact Spotfire Support, and join the Spotfire Community.

How to Access Spotfire Documentation

Documentation for Spotfire and TIBCO products is available on the [TIBCO Product Documentation](#) website, mainly in HTML and PDF formats.

The website is updated frequently and is more current than any other documentation included with the product.

Spotfire Documentation

The documentation for all Spotfire products is available on the [Spotfire Documentation](#) page. This page takes you directly to the latest version of each document.

To see documents for a specific Spotfire product or version, click the link of the product under 'Other versions', and on the product page, choose your version from the top right selector.

Release Version Support

Some release versions of Spotfire products are designated as long-term support (LTS) versions. LTS versions are typically supported for up to 36 months from release. Defect corrections will typically be delivered in a new release version and as hotfixes or service packs to one or more LTS versions. See also <https://spotfi.re/lts>.

How to Contact Support for Spotfire Products

You can contact the Support team in the following ways:

- For accessing the Support Knowledge Base and getting personalized content about products you are interested in, visit the support portal at <https://spotfi.re/support>.
- For creating a Support case, you must have a valid maintenance or support contract with Cloud Software Group, Inc. You also need a user name and password to log in to <https://spotfi.re/support>. If you do not have a user name, you can request one by clicking **Register** on the website.

System Requirements for Spotfire Products

For information about the system requirements for Spotfire products, visit <https://spotfi.re/sr>.

How to join the Spotfire Community

The Spotfire Community is the official channel for Spotfire customers, partners, and employee subject matter experts to share and access their collective experience. The Community offers access to Q&A forums, product wikis, and best practices. It also offers access to extensions, adapters, solution accelerators, and tools that extend and enable customers to gain full value from Spotfire products. In addition, users can submit and vote on feature requests from within the [Ideas Portal](#). For a free registration, go to <https://spotfi.re/community>.

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